

# **Developmentally Disabled Waiver Ombudsman Program Annual Report**

**July 1, 2005 to June 30, 2006**

## **History:**

The Indiana General Assembly created the Developmentally Disabled Waiver Ombudsman Program in 1999. The Program became effective in July of that year. The program applies to an individual who has a developmental disability and who receives services under one of the Medicaid Waiver Programs.

## **Purpose:**

The Ombudsman receives, investigates, and attempts to resolve complaints and concerns that are made by or on behalf of an individual who has a developmental disability and who receives services under one of the Medicaid Waiver programs.

## **Outcome:**

The desired outcomes of the program are:

- (1) complaints are addressed, investigated, and when possible resolved;
- (2) promote effective coordination among programs that provide legal services for individuals with developmental disabilities, the division, providers of waiver services to individuals with developmental disabilities and providers of other necessary or appropriate services; and
- (3) trends are identified so that recommendations for needed changes in the service delivery system can be implemented.

## **Identified Trends:**

The number of calls to the Ombudsman increases as the State of Indiana makes major changes in the waiver program. For example, when the state changed to the Annual Plan the number of complaints increased accounting for 46% of the total complaints for the year. It is anticipated based on this information that the number of calls will be increasing as the state fully implements the new case management contract.

**Accomplishments:**

Over the year of service, 147 complaints were investigated. The following chart reflects the complaint activity:

Type of Complaint	Fully Substantiated	Not Substantiated	Substantiated In Part	% Of Total	Total
Adult Foster Care Financial		2	1	2.03%	3
Assisted Living Financial	1			0.68%	1
Assisted Living Exploitation				0.00%	0
Attendant Care				0.00%	0
Behavior Manage Financial	5	1	2	5.41%	8
Case Management	1	2	1	2.70%	4
Community Habilitation Health/Safety		1		0.68%	1
Community Transition				0.00%	0
Crisis Assistance Abuse	1			0.68%	1
Day Services	1		1	1.35%	2
Environmental Mod		1		0.68%	1
Health Care Health/Safety	1		3	2.70%	4
Indep. Assistance				0.00%	0
Nursing				0.00%	0
Respite	1	1	1	2.03%	3
RHS Abuse	1		1	1.35%	2
RHS Exploitation	5	2		4.73%	7
RHS Financial	11	10	21	28.38%	42
RHS Other	3	1	2	4.05%	6
RHS Prob. Habitable Reside	1			0.68%	1
RHS Services	3	6	3	8.11%	12
RHS Staffing	2	1	2	3.38%	5
RHS Treat/Respect	1		9	6.76%	10
RHS-Health/Safety	12	3	11	17.57%	26
Specialized Med. Equip	3		1	2.70%	4
Speech Therapy			1	0.68%	1
Supported Employ.				0.00%	0
Transportation	2			1.35%	2
Vehicle Mod. Equipment	1	1		1.35%	2
			Total	100.00%	148